

### Job Description – Executive- Business Development

<b>Job Title</b>	Executive-Business Development	<b>Department</b>	Sales & Marketing
<b>Grade</b>	E	<b>Location</b>	Kanjikode, Palakkad
<b>Position Reports to (Administratively)</b>	Regional Sales Manager	<b>Position Reporting into you (Administratively)</b>	-NA-
<b>Position Reports to (Functionally)</b>	Regional Sales Manager	<b>Position Reporting into you (Functionally)</b>	-NA-

#### **Purpose of the Job (Main Objective):**

- He / She should be a results-driven Business Development Executive with excellent interpersonal skills to actively seek out and engage customer prospects. He / She should provide complete and appropriate solutions for every customer in order to boost top-line revenue growth, customer acquisition levels and profitability. He / She must maintain a good relationship with customer and need to ensure a regular contact with existing clients to maintain our company's presence.

#### **Deliverables / Key Responsibilities:**

#### **Primary Responsibilities**

- Develop business in-depth needs assessments to better understand each client's requirements.
- Maintain regular contact with new clients and existing clients to maintain constant business.
- Settling client's concerns in a swift and professional manner.
- Assisting BDM/RSM.
- Proactive and Overseeing the customer service process.
- Resolving customer queries brought to your attention.
- Possessing excellent product knowledge to enhance customer support.
- Negotiating to the customers
- Informing Dispatch plan to customers
- Closing and following up of Non-Confirmed orders on a daily basis
- Support CSD team and coordinate Sales & marketing team.

## Secondary Responsibilities

- Assist other Managers in any activities or tasks being assigned.

## Specific Job Requirements:

- A bachelor's degree / Diploma in administration or related field.
- A minimum of 3 years' experience.
- Excellent interpersonal and written and oral communication skills.
- Ability to lead a team.
- Knowledge of CRM systems.
- Computer skills.
- Exceptional customer service skills.
- Knowledge of mediation and conflict resolution techniques is preferable.

## Key Competencies required:

Business development
Technical Expertise
Knowledge / Communication
Teamwork
Customer Focus, Negotiation
Planning & Organizing
Quality Consciousness

## Internal and External Co-ordination

### Inside the Organization:

Sr. No	Department	Purpose
1.	Other Departments	Co-ordination of work